

Service Information 2019-07



Hillerød 29. July 2019

Your ref.:

Our ref.: Michael Kronedermichael kroneder

File: Service info 2019-07 EoL LFE

Dear Fire Eater Customer

Fire Eater is hereby announcing product obsolescence of LFE Fire Extinguishing system (Kitchen/Galley system). This letter is for customers and service partners installing and servicing LFE kitchen systems, and to owners of LFE systems to inform you of our end of service/support plans of LFE systems.

End of Sale / End of Support

Fire Eater is committed to providing the highest level of customer care while determining your future strategy for fire protection.

Please see below for key timelines relating to support/service of LFE systems.

<u>Date</u>	<u>Activity</u>
2019 August	Product discontinuance announced.
2019 August	All new installation of LFE should be discontinued. Replacement of LFE units will only be on exchange basis.
2025 December	Exchange units can be supplied. After 2025 replacement parts will be available until stock is exhausted.

Fire Eater is announcing the end of life for the LFE system with the following rationale and way forward.

Fire Eaters focus is Clean Agent Inert Gas system INERGEN and related system.

During the recent years the sales of LFE systems have decreased and authority requirements for certification has increased making it difficult to compete with other manufacturers.

Please see attached Appendix A for Fire Eaters End of Life Policy.

Fire Eater will not offer LFE systems in the future and customers that are using Fire Eater's LFE systems should consider solutions from other manufacturers.

More Information

Should you have any questions about this end of life communication, or for assistance in understanding the options available to you, please contact Fire Eater's sales team. When providing information, please include your name, country, phone number, company name, LFE installation date and last service exchange and name of the installer.

Fire Eater once again wishes to thank you for choosing LFE to protect your kitchen and look forward to continuing to serve your business needs in the future.

Yours sincerely

FIRE EATER A/S

Michael Kroneder

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Appendix A: Fire Eater End of Life Policy

For hardware devices, the following End of Life policy applies:

- Fire Eater will give notice prior to a product's End of Life / End of Sales, at which time the product will no longer be available for order.
- Fire Eater will provide technical assistance for a period of minimum 5 years following the End of Sale date, provided that system have been serviced by Fire Eater certified service companies and no un-authorized suppliers/parts have been used.
- Software embedded inside hardware devices will continue to be supported according to the policy governing software end-of-life (below). In addition, the last major and minor feature release available for the hardware device will continue to be supported for the duration of the End of Life cycle. Software support may include technical support, bug fixes, maintenance releases, workarounds, and patches for critical bugs.
- Hardware replacement or replacement parts will be available for minimum 5 years following the End of Sale date or as per individual contract signed and stamped by Fire Eater.
At Fire Eater's discretion, hardware may be replaced with similar or equivalent product.

For components and systems to be covered by our support, it must be up to date and serviced as per service manual. Should any third party material be used in the system, all warranties and support will be voided unless the third party is authorized by Fire Eater. Support contracts may be renewed for the duration of the End of Life cycle and cannot be allowed to lapse during this time and be reinstated later.

For software products, the following End of Life policy applies:

- Fire Eater will give notice prior to a software product End of Sale, at which time the software product will no longer be available for order.
- Major feature releases will be supported for 24 months from the date of release.
 - The last Minor feature release of a major release cycle (see definition below) will be supported for 48 months from the date of release.
 - Support may include technical support, bug fixes, Maintenance releases, workarounds, and patches for critical bugs.
- When new versions of software are released, the previous version will be supported for 6 months.

A product must be covered by a support contract as of the End of Sale date to be eligible for support renewal. Support contracts may be renewed for the duration of the End of Life cycle, and cannot be allowed to lapse during this time and be reinstated later.